



Out of Office Assistant

Is it time for a break or getaway? If so, be sure to set your Out of Office (OOA) message before you leave. Doing so will keep your co-workers aware of your absence and your customers apprised of your return date. Setting the OOA in Outlook 2007 is quite simple and with webmail (Outlook Live) it can be done from virtually anywhere.

As you go through the steps below please note that the new email system allows you to send tailored OOA messages to the folks that send you messages based on their email address being internal (KDE & School Districts) or external such as vendors, folks from the business community, etc. Keep in mind that spam plays often target millions of accounts blindly and then zero in on accounts they receive responses from. Out of Office replies are one way for spammers to validate that they've sent to a legitimate account. While the functionality exists to let external folks know that you're away from the office, and there are certainly some legitimate reasons where you might want to enable this, please keep this concern in mind as you use the OOA.

Outlook 2007 Instructions

From the Outlook client you will go to the menu bar and select **Tools > Out of Office Assistant**. From here you can set your Out of Office replies to let people know that you are away, who to contact in your absence and when you will be returning. Set the radio button option to **Send Out of Office auto-replies**.

Out of Office Assistant

☐ Do not send Out of Office auto-replies
☒ Send Out of Office auto-replies

☒ Only send during this time range:

Start time: Thu 7/1/2010 4:30 PM
End time: Mon 7/12/2010 7:30 AM

Auto-reply once for each sender with the following messages:

Inside My Organization **Outside My Organization (On)**

Calibri 11 **B** *I* U A

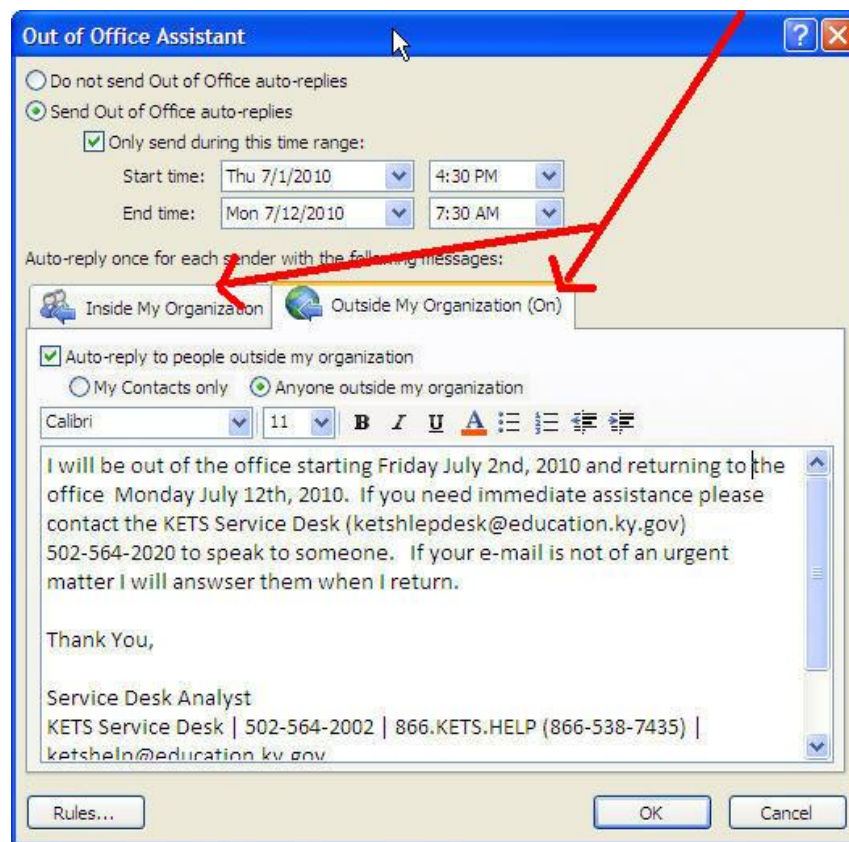
I will be out of the office starting Friday July 2nd, 2010 and returning to the office Monday July 12th, 2010. If you need immediate assistance please contact the KETS Service Desk (ketshlepdesk@education.ky.gov) 502-564-2020 to speak to someone. If your e-mail is not of an urgent matter I will answer them when I return.

Thank You,

Service Desk Analyst
KETS Service Desk | 502-564-2002 | 866.KETS.HELP (866-538-7435) |
ketshelp@education.ky.gov
Capitol Plaza Tower | 500 Mero Street | 14th Floor | Frankfort, KY 40601

Rules... OK Cancel

Most of us have a lot to do to prepare before leaving on vacation you can use the Start and End time to turn on the service when you need to without needing to remember right before you leave. Be sure to set the message you desire on both the **Inside My Organization** and **Outside My Organization** tabs.



Outlook Live Instructions

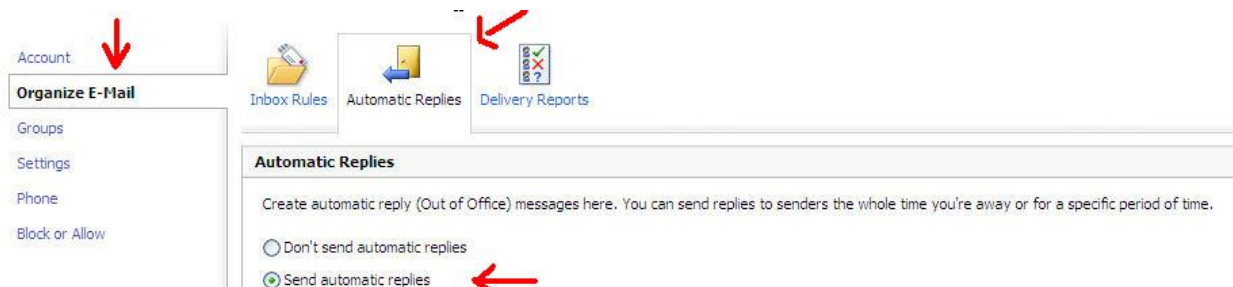
In webmail (Outlook Live) we have the ability to set up a reply for External emails that are sent to us. First, go to the KDE homepage <http://www.education.ky.gov/KDE> and then click on the Webmail Access icon on the right hand side.



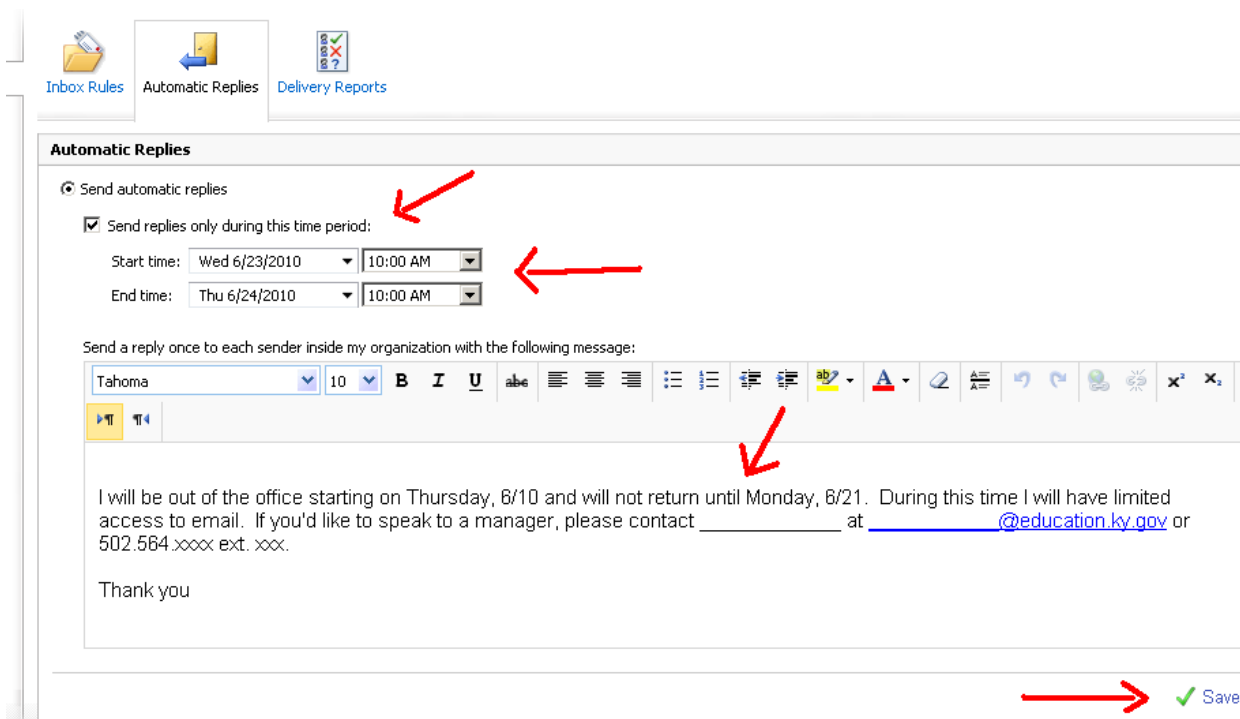
If you're connected to the Internet on a KDE owned workstation you shouldn't be asked for a password but you will have to supply a username/password if connecting from a personal/public workstation. Once you're logged in, click on **Options**.



Next, go to the menu on the left and find **Organize E-Mail**. There you will click on the Tab for **Automatic Replies** and choose to send (or don't send) automatic replies.



Next, you can select a time period for replies, type a custom message, then click Save.



Note that there are not separate tabs for setting up internal and external replies, but you still have the option to set them below for External Senders.

HAVE A GREAT VACATION!

To provide feedback or submit a technical topic/question you'd like to see addressed, please send e-mails to Matt.Jury@education.ky.gov.